

**STATEMENT OF WORK**  
**Information Technology Computer, Help Desk, and Network Support**  
**for the**  
**Transportation Safety Institute (TSI).**

**BACKGROUND**

TSI was established in 1971 as a federal cost recovery agency to assist DOT modal administrations accomplish their mission essential training requirements. Since its inception, TSI has expanded its clientele to keep up with the needs of the Department and transportation industry. The Institute offers premier transit, aviation, motor carrier, traffic, hazardous material, risk management and related safety/security training nationally and internationally. TSI has a mix of 50 federal and contractor personnel on-site, and over 300 part-time contract/associate staff members nation-wide. TSI plays a critical role in supporting DOT's mission to ensure safety and security in the nation's transportation system through instruction to both those entrusted with enforcement and those committed to compliance. The Institute trains over 33,000 adult learners annually.

TSI requires the services of a contractor to provide on-site staff with IT skills necessary to assist existing Federal Information Technology staff in the operation and administration of the Transportation Safety Institute (TSI) Computer and Network Support Services.

**SCOPE**

This section describes the tasks to be performed by the Contractor in the functional areas of Computer, Help Desk, and Network Support. The Contractor must comply with all DOT and TSI Orders policies, and procedures. The Computer/Help Desk/Network Support staff must be proficient in the full scope of computer support with secondary skills in the area of general network support, including the areas of:

1. Computer/Help Desk Services (Primary)
2. Network Infrastructure and Application Layer Services (Secondary)

Work will be tasked by the Contracting Officer's Technical Representative (COTR) to the contractor as needed. Timelines for task completion will be agreed upon mutually at the time of tasking. The required service for each task, the standard the Government expects to be met for each task, and the deliverables associated with each task are shown in Table 1.

**TASKS**

The IT Help Desk responsibilities include management, operation, and administration of TSI computers connected to the TSI network for all TSI system users, including classrooms and remote users. Additional responsibilities include basic network infrastructure maintenance. The Contractor will maintain computer security per DOT and TSI orders, policies, and guidelines.

For Computer/Help Desk/Network Services the contractor shall:

- a. Install and configure applicable standard computer hardware and software for all users as required. TSI will provide all such computer hardware and software.
- b. Update and maintain an inventory of TSI computer hardware and software in an electronic format available to TSI's Operations Support Division (Ops).
- c. Contact all local and remote users to schedule an appointment for Institute-wide computer upgrades.
- d. Add, change, or remove resources from a user's computer as necessitated by defective equipment or software or by TSI- and/or DOT-ordered upgrades or changes.
- e. Document, monitor and resolve trouble calls associated with standard computer hardware and software, mobile devices, VTC (Video Tele Conference), audio/visual, and other technology as needs arise.
- f. Follow up with the user on all problems to confirm and document that the problem is resolved.
- g. Provide guidance and recommendations on new computer, helpdesk, and network technologies, and purchases in compliance with DOT policy, as well as integration and formatting of multi-media applications in virtual and traditional adult-learning environments in compliance with DOT policy.
- h. Develop, maintain, and update policies and procedures for contact, installation, upgrade, and repair of computer hardware and software, and occasionally network servers. Document these policies and procedures in an electronic database available to TSI Ops.
- i. Perform system restores of computer operating systems utilizing appropriate imaging software archive to resolve system inoperability's when applicable. TSI currently utilizes Symantec Ghost application software.
- j. Perform automated user data migration for upgrading and/or replacement of TSI user computers. TSI uses Symantec Client Migration application software to eliminate the manual processes involved in user upgrades thereby realizing a higher return of investment.
- k. Operate and manage the performance of a full-featured IT Helpdesk to handle calls about problems or requesting services with computing resources to be available from 7:00 a.m. to 3:30 p.m. CT during the work week.
- l. Maintain TSI's automated database system for recording and tracking reported problems/requested services and subsequent resolutions. The Contractor will make sure that the database will be available to TSI Ops for inspection.
- m. Reset passwords for users on any TSI network system.
- n. Set up accounts for new users on any TSI network system.
- o. Coordinate Helpdesk activities with the Network, computer, or E-Mail functions, as appropriate, to ensure timely and effective accomplishment of required services.
- p. Provide preventive and corrective maintenance on all network infrastructure systems when TSI Federal IT staff is not available.
- q. Establish and maintain documentation for computer room physical layout and host cable connections.
- r. Record all changes/actions to network configurations in an electronic maintenance log available to the COTR.
- s. Manage and verify server backups on daily and weekly bases.

- t. Perform all support functions related to the operation of all TSI institutional network IPS devices related to Intrusion Prevention System Operation , to include, but not limited to;
  1. Daily monitoring and any required maintenance.
  2. Incident and investigation support as required.
  3. System upgrades.
  4. Performance evaluations.
  5. Periodic rule set-review.
- u. Document repetitive procedures, frequent points of contact, and recurring activities in an electronic and printable resource manual readily available to TSI's Operations Support Division staff.

## **DELIVERABLES**

A. The Contractor shall submit monthly activity reports by the 5<sup>th</sup> day after the month of completion. The activity reports will include at a minimum:

1. Status of all task orders (e.g., work progress, staffing by name, labor category and level of effort, and cost);
2. Highlights of current activities and present or potential problems, including the summary information noted below\*.
3. Items of special interest as requested by the COTR(e.g., production processing statistics); and
4. Technical topics delineating current and new technologies and other IT subjects of interest to the Government.
  - Network troubleshooting and problem resolution
  - Network changes/actions to configuration
  - Operations security group issues
  - Computer installation, upgrade activity and performance
  - Computer trouble calls activity and performance
  - System uptime performance
  - Number of new E-Mail accounts established
  - System and data backup activity and performance

B. Resource Manual documentation and updates will be delivered to the COTR in a user-friendly electronic format monthly.

C. The Contractor will provide frequent status updates to the COTR on all tasks, either verbally or in writing as requested by the COTR.

**TABLE 1 – COMPUTER/HELPDESK/NETWORK SUPPORT**

REQUIRED SERVICE	STANDARD	DELIVERABLES
1. COMPUTER/HELPDESK/NETWORK SERVICES		
a. Install and configure applicable standard computer hardware and software for all users as required. TSI will provide all such computer hardware and software.	Computer hardware or software is successfully installed and configured within 1 day of being given access to the computer or as agreed upon with the COTR.	Computer Activity Database
b. Update and maintain an inventory of TSI computer hardware and software in an electronic format available to the TSI Ops.	Inventory is current and accurate.	Computer Activity Database
c. Contact all local and remote users to schedule an appointment for Institute-wide computer upgrades.	All users are advised at least 2 days in advance of the need for a computer upgrade; appointments are scheduled and completed as agreed upon with the COTR.	Computer Activity Database
d. Add, change, or remove resources from a user's computer as necessitated by defective equipment or software, or by DOT- and/or TSI-ordered upgrades or changes.	Successfully complete necessary additions, changes or removals of equipment or software within 1 day of notification or as agreed upon with the COTR.	Computer Activity Database
e. Document, monitor, and resolve trouble calls associated with standard computer hardware and software, mobile devices, VTC (Video Tele Conference), audio/visual and other technology as needs arise.	All identified classroom problems are resolved within 1 hour of reporting or as agreed upon with the COTR. All identified user problems are addressed within 4 hours of reporting. Resolution time depends on complexity of problem.	Computer Activity Database
f. Follow-up with the user on all problems to confirm and document that the problem is resolved.	User is contacted within 1 day of corrective action; problem resolution is confirmed.	Computer Activity Database
g. Provide guidance and recommendations on new computer, helpdesk, and network technologies, and purchases in compliance with DOT policy, as well as integration	Contractor takes initiative to identify and provide guidance on new technologies and purchases.	Computer/Helpdesk/Network Technology Documentation

	and formatting of multi-media applications in virtual and traditional adult-learning environments in compliance with DOT policy.	Maintain and update the IT Inventory database within 1 day of completion of change request.	Computer maintenance policies and procedures database
h.	Develop, maintain, and update policies and procedures for contact, installation, upgrade, and repair of computer hardware and software, and occasionally network servers. Document in an electronic database available to TSI Ops.	Contractor shall restore user computer to functional operability utilizing system backup image from said workstation. These images are created at time of computer installation utilizing Symantec Ghost software.	Computer Activity Database
i.	Perform system restores of computer operating system utilizing appropriate imaging software archive to resolve system interoperability's when applicable. TSI currently utilizes Symantec Ghost application software.	Successful streamlined approach to upgrading and/or replacing user computer utilizing automated tools.	Computer Activity Database
j.	Perform automated user data migration for upgrading and/or replacement of TSI user computer. TSI uses Symantec Client Migration application software to eliminate the manual process involved in user upgrades thereby realizing a higher return of investment.	The Contractor staff answers all incoming calls to the Helpdesk and all problems are resolved within 1 hour or a follow-up appointment is scheduled.	Helpdesk Trouble Log
k.	Operate and manage the performance of a full-featured IT Helpdesk to handle calls about problems with computing resources to be available from 7:00 a.m. until 3:30 p.m. CT during the work week.	The Contractor staff answers all incoming calls to the Helpdesk and all problems are resolved within 1 hour or a follow-up appointment is scheduled.	Helpdesk Database Documentation and Reports
l.	Maintain TSI's automated database system for recording and tracking reported problems/requested services and subsequent resolutions. The Contractor	Helpdesk database provides current and complete information on problems reported to the Helpdesk and the resolution of these problems.	Helpdesk Database Documentation and Reports

	will make sure that the database will be available to TSI Ops for inspection.	
m.	Reset passwords for users on any TSI network system.	Helpdesk will reset passwords for users upon validation on any TSI network system within 10 minutes or as coordinated with users.
n.	Set up accounts for new users on any TSI network system.	Establish DOT network account requests for new users within 4 hours of notification. If TSI owned system, then ticket completion within 4 hours.
o.	Coordinate Helpdesk activities with the Network, Computer or E-Mail functions as appropriate, to ensure timely and effective accomplishment of required services.	Provide Helpdesk coordination with the appropriate related function when necessary to ensure problem resolution; record this coordination in the Helpdesk activity database.
p.	Provide preventive and corrective maintenance on all network infrastructure systems when TSI Federal IT staff is not available.	Preventive maintenance is performed in accordance with schedule. Corrective maintenance is initiated within 1 hour of notification of high priority network problems.
q.	Establish and maintain documentation for computer room physical layout and host cable connections.	All network resources are recorded in the inventory on a Semi Annual basis.
r.	Record all changes/actions to network configurations in an electronic maintenance log available to the Task Order COTR.	All changes and actions involving network operability and configurations are regularly recorded in the maintenance log.
s.	Manage and verify server backups on a daily and weekly basis	Backups will be verified, removed from tape system and sent to offsite storage within 1 day of completion.
t.	Perform all support functions related to the operation of all TSI institutional network IPS devices related to Intrusion Prevention System Operation, to include, but not limited to;	Operations security activities are initiated and completed as agreed upon with the Task Order COTR.
	1. Daily monitoring and any required maintenance.	Network Maintenance Policies and Procedures Database

	<p>2. Incident and investigation support as required.</p> <p>3. System upgrades.</p> <p>4. Performance evaluations.</p> <p>5. Periodic rule set-review.</p>	
u.	<p>Document repetitive procedures, frequent points of contact, and recurring activities in an electronic and printable resource manual readily available to TSI's Operations Support Division staff.</p>	<p>Establish documentation with the TSI standard format for new and existing systems.</p> <p>IT Operations Resource Manual</p>

## **F.1 PERFORMANCE PERIOD**

The performance period for this contract shall be for a base year and four option years beginning immediately upon award of this contract.

## **F.2 PLACE OF PERFORMANCE**

Place of performance shall be the Transportation Safety Institute at the Mike Monroney Aeronautical Center, 6500 S. MacArthur Blvd., Oklahoma City, OK.

## **6.0 POINTS OF CONTACT/CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE**

- Primary - Sarah Musler, TSI Administrative Officer, 405-954-3677, [sarah.musler@dot.gov](mailto:sarah.musler@dot.gov).
- Secondary – Aaron Marshall, TSI Information Technology Specialist, 405-954-0707, [aaron.marshall@dot.gov](mailto:aaron.marshall@dot.gov)
- Regular day-to-day contact with other TSI staff will be necessary.

## **7.0 PERSONNEL SUPERVISION**

Personnel Supervision: This contract was not formed as nor is it to be administered or performed as a personal services contract. Accordingly, the contractor shall designate appropriate and sufficient supervisory personnel to meet task outcomes. Contract supervisors will provide day-to-day supervision of all contract personnel including, but not limited to, work assignments and performance monitoring, payroll records, leave approval and monitoring, etc. At no time will contractor personnel be supervised by TSI managers or other TSI personnel. The TSI will provide, as needed by the contractor and its employees, limited assistance in the form of technical and policy guidance through the assigned COTR.